

	Period:	May to July 2025				
Top 10 detail - cases completed on time	Completed in period	Performance	KPI (days)	Cases completed on time or early	Total Processes Worked On	Average Working Time (Days)
Admissions	1256	100.00%	30	1256	1256	1.00
Interfund in Quote	99	97.98%	30	97	444	5.56
Interfund In Actual	80	92.50%	30	74	148	12.95
Interfund Out Quote	96	98.96%	30	95	171	3.65
Interfund Out Actual	103	87.38%	30	90	151	17.12
Transfers in Quote	8	100.00%	15	8	101	3.17
Transfers In Actual	30	93.33%	15	28	33	5.05
Transfer Out Actual	19	94.74%	15	18	66	6.64
Transfer Out Quote	100	97.00%	15	97	121	3.85
Estimates	281	99.29%	15	279	383	3.92
Retirements	380	96.58%	10	367	584	4.51
Retirements Quote	591	98.65%	10	583	1323	2.94
Deferred Benefits	780	93.97%	40	733	1315	26.45
Refunds	169	100.00%	15	169	375	1.05
Refunds Quote	380	100.00%	15	380	845	1.94
Deaths (Initial Stage)	83	95.18%	5	79	198	3.79
Correspondence	1281	93.05%	15	1192	1220	4.57
Total	5736	96.67%		5545	8734	

Total Processes for month completed	18175
Total Processes worked on in month	21756
Total Phone Calls taken through Pensions Helpline	2133
Total Emails Received	Currently unreportable due to Dorset IT changes
Total Emails Sent	Currently unreportable due to Dorset IT changes
McCloud Processes Completed	138

	Period:	February 2025 - April 2025				
Top 10 detail - cases completed on time	Completed in period	Performance	KPI (days)	completed on time or early	Total Processes Worked On	Average Working Time (Days)
Admissions	1185	100.00%	30	1185	1185	1.00
Interfund in Quote	39	100.00%	30	39	239	2.64
Interfund In Actual	78	87.18%	30	68	134	20.98
Interfund Out Quote	62	100.00%	30	62	107	2.21
Interfund Out Actual	35	88.57%	30	31	53	18.27
Transfers in Quote	40	100.00%	15	40	160	2.54
Transfers In Actual	47	100.00%	15	47	53	2.29
Transfer Out Actual	28	96.43%	15	27	81	10.67
Transfer Out Quote	114	100.00%	15	114	147	3.11
Estimates	248	99.19%	15	246	310	3.41
Retirements	441	97.73%	10	431	588	4.36
Retirements Quote	602	99.17%	10	597	1277	2.78
Deferred Benefits	479	95.82%	40	459	643	20.06
Refunds	135	100.00%	15	135	447	1.06
Refunds Quote	291	100.00%	15	291	627	1.03
Deaths (Initial Stage)	105	100.00%	5	105	211	1.99
Correspondence	1116	94.35%	15	1053	1042	6.08
Total	5045	97.66%		4927	7303	

Total Processes for month completed	12650
Total Processes worked on in month	18205
Total Phone Calls taken through Pensions Helpline	2068
McCloud Processes Completed	798